



CHILD CARE FREQUENTLY ASKED QUESTIONS (FAQS) FOR PROVIDERS

TOPIC	QUESTION	ANSWER
Staying open or reopening	If my facility is currently open, can I continue to operate my facility after May 8?	<p>Yes, you can remain open if you completed a COVID-19 Emergency Child Care Provider Application in March or April and received approval to remain open.</p> <p>You will also need to meet the following requirements in order to continue operating your facility after May 8:</p> <ul style="list-style-type: none"> ensure you can meet the updated health and safety guidelines (updated May 6, 2020) established by NC DHHS; post a "COVID-19 Health and Safety Certificate" at your facility (DCDEE will email this to you).
	My facility has been closed since March. Can I reopen after May 8?	<p>Yes, you may reopen your facility after May 8. You will need to:</p> <ul style="list-style-type: none"> complete the COVID-19 Child Care Reopening Application at least two business days prior to reopening; attest to being able to meet the updated health and safety guidelines (updated May 6, 2020) established by NC DHHS; talk with your child care consultant about your plan to meet the updated health and safety guidelines (your child care consultant will reach out to the facility's primary contact); post a "COVID-19 Health and Safety Certificate" at your facility (DCDEE will email this to you).
	Are you mandating closures of child care facilities?	<p>No, we are not mandating closures. Effective April through May 8, DCDEE has allowed child care facilities to apply to stay open if they completed a COVID-19 Emergency Child Care Provider Application and were approved by DCDEE.</p> <p>On May 8, DCDEE announced that that child care facilities that closed during COVID-19 and wish to reopen may do so after May 8 if they complete a COVID-19 Child Care Reopening Application.</p>
	Are you mandating child care centers to reopen?	<p>No. Our goal is to have sufficient supply of child care for our workforce, but we recommend you make the decision that is in the best interest of your staff and your community. Before you make the choice to open or reopen, we ask that you make sure you can meet the updated health and safety guidelines.</p>

TOPIC	QUESTION	ANSWER
	On the COVID-19 Child Care Provider Survey , do I need to report our vacancies on the weekends if we are not typically open on the weekend?	No. You only need to fill out Daily Provider Survey on days you are typically open.
	On the COVID-19 Child Care Provider Survey , which children should I report attendance for?	Please use the Daily Provider Survey to report attendance for <u>all children</u> who come to your facility that day, including those receiving regular subsidy, emergency subsidy, or private pay. We use this information to understand how many available spots your facility has when connecting parents who call the child care hotline.
Who can I serve?	Who can bring their children to child care settings?	<p>In accordance with Executive Order 138 (which goes into effect May 8, 2020 at 5PM), child care facilities can only provide care to the following children:</p> <ul style="list-style-type: none"> • Children of anyone who performs work on behalf of a business or operation that is not closed by Executive Order • Children of anyone who is leaving home to seek employment • Children who are receiving child welfare services, and • Children who are homeless or who are living in unstable or unsafe living arrangements. <p>Under Executive Order 138, North Carolina is still under a stay at home order. Parents and caregivers are still encouraged to telework as much as possible. It is the responsibility of the family to self-identify as to whether they should bring their child(ren) to child care. We are not expecting child care providers to determine if a parent/caregiver is an essential worker.</p>
	If a parent wants to enroll their child at a center that is open, do they need to go through the child care hotline or can they go directly to the center they choose?	The parent can go directly to the child care facility. However, the child care hotline receives daily updates from child care providers and will have the most updated information about whether a provider is open and is accepting new children.
Emergency Child Care Subsidy Program	Can parents continue to submit Parent Applications for Financial Assistance for Emergency Child Care after May 8 th ?	After Friday, May 8 th at 5PM, parents will not be able to submit Parent Applications for Financial Assistance for Emergency Child Care. Executive Order 138, which transitions the state to Phase 1 of slowly easing COVID-19 restrictions, removes the "essential business" designation. Providers may not enroll new children in the Emergency Child Care Subsidy program after 5PM on Friday, May 8th.

TOPIC	QUESTION	ANSWER
	Will I still receive Emergency Child Care Subsidy payments for children who were enrolled in April?	Yes, you will continue to receive emergency subsidy payments for May for all children who are enrolled in the Emergency Child Care Subsidy Program as of Friday, May 8, 2020, at 5:00PM. You will submit attendance for May the same way you did for April.
	How long will the Emergency Child Care Subsidy program continue?	The Emergency Child Care Subsidy Program will end on Sunday, May 31, 2020 at 11:59PM. <u>Please inform families attending your facility as soon as possible that the Emergency Child Care Subsidy Program will no longer be available beginning June 1, 2020.</u>
	When will I receive these Emergency Child Care Subsidy payments?	<p>Payments for the Emergency Child Care Subsidy Program will be made as follows (more information in the COVID-19 Child Care Payment Policies):</p> <ul style="list-style-type: none"> • Payments for April services will be paid on May 15th • Payments for May services will be paid on June 12th <p>Payments for Emergency Child Care Subsidy will be based on attendance of children that month. Attendance should be submitted by the 5th day of the following month to ensure timely reimbursement. These emergency subsidy payments will be paid outside of the NC FAST system.</p> <p>In order to get reimbursed, providers will need to submit attendance for children receiving Emergency Child Care Subsidy in the Provider Portal for Emergency Child Care Subsidy. Providers can use this job aid to log into the portal and submit attendance for children whom they have received completed Parent Applications for Financial Assistance for Emergency Child Care.</p> <p>Providers should also upload the completed Parent Applications for Financial Assistance for Emergency Child Care in the portal. If you are unable to upload the applications, please mail them to DCDEE, Subsidy Services Section, 2201 Mail Service Center, Raleigh, North Carolina 27699-2200. All applications must be uploaded or mailed to DCDEE no later than May 25, 2020, in order to receive payment for May services.</p>
School-based child care sites	If I am operating a school-based emergency child care site for school-age children, do I need to fill out the COVID-19 Emergency Child Care Provider Application?	No, there is a different form. School-based emergency child care providers that are not licensed should complete the Emergency Child Care Registration Form .
	If I am operating a school-based emergency child care site for school-	School-based child care sites providing care to school-age children should follow the updated health and safety guidelines (updated May 6, 2020) to minimize the spread of the disease.

TOPIC	QUESTION	ANSWER
	age children, do I need to follow the health and safety guidelines?	
Religious sponsored sites	I am a GS-110 religious sponsored child care facility. Do I need to accept subsidy and provide bonus payments?	No. GS-110 religious sponsored child care facilities are not required to accept subsidy payments from DCDEE or pay the state-funded bonus payments to staff, but may choose to do so if they wish. The COVID-19 Emergency Child Care Provider Application addressed those concerns. The new COVID-19 Child Care Reopening Application also addresses those concerns.
	I am a GS-110 religious sponsored child care facility. Do I need to follow the updated health, safety, and operational guidelines NC DHHS has established and apply to reopen?	Yes. Because you are a regulated facility you must commit to meeting the updated health and safety guidelines (updated May 6) and you must apply to stay open or to reopen.
Subsidy payments	If my program has closed, will we receive subsidy payments for April and May 2020?	Yes. DCDEE will make Subsidized Child Care Program payments to ALL subsidized child care providers for March, April, and May service months, regardless of whether the facility is open or closed. The payment amount for March, April, and May will be consistent with the March payments for February services for all providers (as recorded in NC FAST). See COVID-19 Child Care Payment Policies for more details about Subsidized Child Care Program payments for April and May.
	When can I expect to receive subsidy payments for April and May? Will parent fees be included?	Subsidized child care program payments and parent copayments will be paid on a modified schedule to support child care programs during this crisis as follows: <ul style="list-style-type: none"> • Payment for March services will be paid on April 9th • Payment for April services will be paid on April 30th • Payment for May services will be paid on May 29th See COVID-19 Child Care Payment Policies for more details about Subsidized Child Care Program payments for April and May.
	Do children need to attend any days in April and/or May to receive payment based on February attendance, or will providers be paid in April and May based on families' continued enrollment without regard to attendance?	No, children do not need to physically attend the child care facility in April or May for a provider to receive the regular subsidy payment. DCDEE has also issued programmatic guidance to NC Pre-K contractors and providers in April.

TOPIC	QUESTION	ANSWER
	Are there qualifications parents must meet to have their copays for April and May waived?	You should not collect parent copayments for any child that is receiving subsidized care. There are no parent fees for the new Emergency Child Care Subsidy program (which will only operate for April and May) .
	Will there be a change to the “blended rate” for school-age children now that full-time care is being provided for more months than the previous formula took into consideration?	For April and May, DCDEE will pay child care providers serving school-age children the difference between the blended rate and the full-time rate. The actual attendance of school-age children recorded by child care providers in April and May will be used to calculate the difference between the blended rate and full-time rate. This payment for school-age children for services provided in April and May will be paid mid-month (May 15 th and June 12 th).
	If a facility is not currently participating in the subsidy program, are they eligible to accept families from the Emergency Child Care Subsidy Program for essential workers?	Yes, facilities that are not currently participating in the subsidized child care program are eligible to accept families from the Emergency Child Care Subsidy Program for essential workers (only through Friday, May 8th) . A provider does not have to participate in the subsidized child care to be eligible for the Emergency Child Care Subsidy Program for essential workers. The provider will need to ensure they have a business NCID to be able to log into the Provider Portal. (There is a job aid available to help providers to navigate the Provider Portal.)
	Will one and two star facilities or facilities that do not currently accept children on subsidy be able to receive subsidy payments for the children of essential workers?	Yes, all licensed child care facilities regardless of star rating are eligible to participate in the Emergency Child Care Subsidy Program for essential workers. The Emergency Child Care Subsidy program will end on May 31.
	Why are family providers being paid approximately \$300 less than centers for each child?	The payment rates for the Emergency Child Care Subsidy Program are based on the state averages for 75 th percentile of the 2018 Market Rate Study with an additional \$200 supplement. The rates for Family Child Care Homes are typically lower than the rates for centers.
Bonus payments	Are the bonus payment amounts of \$950 for teachers and \$525 for staff and administrators per facility or per staff person? Who is included?	<p>All bonus payments are per individual teacher or staff member. The \$950 per month applies to full-time teachers of all levels, and the \$525 per month applies to all full-time non-teaching staff at a child care facility, including directors, administrators, cooks, janitors and other workers.</p> <p>Part-time workers (who work 20 hours a week or less) are also eligible for bonus payments of \$475 per month for teachers and \$262.50 per month for non-teaching staff.</p> <p>Employees must be working on-site in April and May to be eligible for the bonus payment.</p> <p>See COVID-19 Child Care Payment Policies for more details about bonus payments for April and May.</p>

TOPIC	QUESTION	ANSWER
	If I remain open or reopen after April 1, 2020, how should I provide bonus payments to staff who are not present for the full month?	If an employee is absent from work for more than ten days during a month, the bonus payment will be prorated using a daily rate. <i>(To calculate the daily rate, divide the bonus amount by 21.67 then multiply that by the number of days the employee worked.)</i> The provider portal will show you how much you should expect to receive in bonus payments to distribute to staff.
	Is there a minimum number of hours that a staff person should work each week to qualify for the bonus?	There is no minimum number of hours a staff person would need to work to qualify for a bonus payment. However, if the staff member works 20 hours or less, he or she would be considered a part-time worker and would receive half the bonus pay amount of full-time workers (\$475 per month for teachers and \$262.50 per month for non-teaching staff).
	Do taxes need to be paid on the bonus pay?	Bonus payments are subject to payroll taxes, which would be partially paid by the employee through payroll reductions and partially paid by the provider. DCDEE also announced on April 28 that it will pay providers an additional 10% on top of bonus payments to cover costs associated with payroll tax and other administrative costs.
	Are bonuses available for family child care homes?	Yes, bonus payments are available to employees who work at family child care homes and child care centers.
Who to contact with questions	Who should I contact if I have questions about the COVID-19 Child Care Reopening Application ?	You should contact your child care consultant.
	Who should I contact if I have questions about the updated health and safety guidance?	You should contact your child care health consultant. You can find the contact information for your child care consultant at the Child Care Health and Safety Resource Center site .
	Who should I contact if I have questions about the Emergency Child Care Subsidy program?	You should contact the DCDEE Subsidy Services Section (919-814-6380) if you have questions about how the Emergency Child Care Subsidy program works.
	Who should I contact if I have questions about the provider portal to submit attendance for staff and children in the emergency subsidy program?	You should contact the NC FAST Provider Help Desk (919-813-5460) if you have questions about the provider portal.
	Who should I contact if I can't find cleaning supplies or food for my facility?	You should contact your local Smart Start partnership if you are unable to locate food, cleaning supplies, or other essential resources in your area. You can find the contact information for your local Smart Start partnership at the Smart Start site .